

POSITION GUIDE  
NONAPPROPRIATED FUNDS

JOB NUMBER  
FLSA: Non-exempt

TITLE: Hotel Desk Clerk

PAY PLAN/SERIES/LEVEL - NF-1176-1

MAJOR DUTY DESCRIPTION:

Makes reservations for incoming guests based on room availability. Interviews incoming guests to determine room assignment. Assists clientele in the completion of required forms and registration cards. Answers questions pertaining to rules and regulations governing the assignment and use of quarters; issues room keys. Provides statement of non-availability when applicable. Posts registration information on the registration card. Orients guests concerning use of facilities and equipment, and other facilities available on post. Answers billing questions and concerns. Assists or arranges transportation. Computes charges for guests checking out, receives payments and room keys; renders receipts. At end of shift, accounts for and secures cash.

QUALIFICATION REQUIREMENTS:

Ability to add, subtract, multiply and divide at the level necessary to complete required reports and use a computer for work processing or data entry. Good verbal communication and customer service skills. One year hotel front desk experience is preferred.

CONDITIONS OF EMPLOYMENT:

A National Agency Check is required.